

QCH Legal Ltd: Complaints policy

Our definition of “Complaint”

A complaint can be any expression of dissatisfaction by a client, whether made verbally or in writing.

Our aim

Our aim is to deal fairly and promptly with any complaint a client makes about our service.

Our complaints handling policy

We are committed to providing a timely and high-quality legal service for all our clients. If something goes wrong, or if you otherwise feel unhappy, we appreciate being told about it because this helps us to improve our service.

For the avoidance of doubt, we do not levy a charge or fee for investigating and resolving any complaint.

How to complain

If you have a query, concern or complaint about our service, please let us know as soon as possible. You can inform us of your dissatisfaction by letter, email or telephone. Our contact details are:

Dave Massey
Compliance Officer for Finance & Administration
QCH Legal Ltd
Queen Charlotte House
53-55 Queen Charlotte St
Bristol BS1 4HQ

Email: dave.massey@qchlegal.com

Tel: 01179 388393

If you have not dealt directly with a partner, please also feel free to contact the partner named in our engagement letter as the partner responsible for supervising your matter.

All complaints received by us are recorded in a central register kept by this firm (the “Central Register - Complaints”).

What will happen if I complain?

Your complaint will be entered into the QCH Central Register - Complaints

We will acknowledge receipt of your complaint within two working days.

Your complaint will be investigated by the Partner or Compliance Officer for Finance & Administration

We will provide a full written response to your complaint within seven working days of receipt

If your complaint is not resolved to your complete satisfaction within 7 working days of your first contacting us, you should notify (by letter, email or telephone) the partner first contacted by you that you now require your complaint to be investigated by another QCH Company Director

What will happen next?

Another QCH Director will then acknowledge receipt of your complaint within two working days and will further investigate your complaint.

The partner nominated to investigate your complaint will then provide you with a full written response within 14 days of acknowledging your further complaint.

If you remain dissatisfied

We will invite you to attend a meeting to discuss and resolve matters. If it is not possible to arrange a meeting we will provide a final written response to your complaint within 14 working days.

If you are still not satisfied, you can then contact one of the following organisations:-

a) The Legal Ombudsman

The Legal Ombudsman investigates complaints against Regulated* firms about the service which consumers have received. These complaints are most commonly:-

- **Costs:** the costs were unclear or different from the original estimate.
- **Delay:** no clear reason for the work taking longer than expected.
- **Poor information:** a process wasn't well explained, or there wasn't enough information for a consumer to make an informed choice.

Unless the circumstances are particularly difficult you must first raise the complaint with the person who provided you with the legal service i.e. QCH Legal Ltd

The Legal Ombudsman may be prepared to investigate your complaint if you contact them:-

- within twelve months of receiving a final response from us to your complaint; and
- within twelve months from the date when you should have realised that there was cause for complaint

The Legal Ombudsman's contact details are:-

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

b) The Solicitors Regulation Authority (SRA)

The SRA can help you if you are concerned about our behaviour. This could be for things like dishonesty, breaching the SRA's Principles, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

For more information about the SRA please visit:

Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

<https://www.sra.org.uk> and <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

Telephone: 0370 606 2555

QCH Legal Ltd

April 2023

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QCH Legal Ltd is a Regulated law firm i.e. we undertake legal activities that are reserved for solicitors who are regulated by the Solicitors' Regulation Authority.

What is a reserved legal activity?

The Legal Services Act 2007 sets out a range of activities known as 'reserved legal activities' which can be defined as: exercising rights of audience, conducting litigation, preparing certain documents relating to probate and conveyancing, acting as a notary or administrator of oaths, and examining witnesses.

Any body conducting the above activities must be a qualified solicitor regulated by the Solicitors' Regulation Authority i.e. a Regulated firm. The SRA works under the regulatory regime of the Legal Services Board <https://www.legalservicesboard.org.uk/about-us/who-we-are>

What are non-reserved legal activities?

Non-reserved activities include, for example, will writing, most employment law and providing legal advice. Non-reserved activities can be provided by unregulated individuals without a formal requirement for particular training or qualifications. Firms undertaking such activities may have their own regulatory regimes i.e. Council for Licensed Conveyancers. Firms or individuals solely conducting these activities is an Unregulated firm i.e. they are not regulated by the SRA.